

**BAINS ROAD PRESCHOOL
GRIEVANCE PROCEDURES POLICY**

Updated 11/02/15

REVIEWED 11/6/2016

PROCESS

Outlined below is the process parents are asked to follow if you have a concern or an issue regarding your child or anything to do with the Preschool.

1. Make an appointment to talk to the Preschool Director. By making an appointment you can be assured that the Director is free to give you their full attention. Let the Director know in advance what you wish to discuss.
2. State your concerns honestly and clearly. It is hoped that a resolution or a course of action can be agreed upon at this time, for the obvious benefit of your child. Notes will be taken and shared, and any follow up meetings will be arranged. Results of this meeting may include:
 - further monitoring of the situation
 - further discussion with people involved
 - outside support may be sought
3. If, at the conclusion of this meeting you are still not happy or satisfied, please state this to the Director. Then make an appointment to see the Education Director. Let the Regional Office know in advance what you wish to discuss. Phone 8207 3700

4. Meet with the Education Director. At the meeting again state your concerns and a course of action will be discussed and hopefully agreed upon.

5. If, after steps 1-4 above, you are still dissatisfied you can contact the Parent Complaint Unit's hotline on 1800677435.

GUILDELINES

Raise the issue with the kindergarten, bearing in mind that you have one side of an issue.

- Be prepared to talk specifics.- That is, be prepared to talk about your own child and a particular incident.
- It is important that any issues or concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is very important to do so wisely.
- At all times, it is important for the children's sake that the centre and staff are not criticized in front of the children/parents/carers.
- The centre can most effectively deal with issues or concerns that are raised in the ways outlined above. If we do not receive information, then we assume that all is well.

GENERAL MATTERS – Facilities, policies and safety.

The Governing Council members are your representatives and as such are willing to raise issues at committee meetings on your behalf. Please feel welcome to contact these people if you have an issue to discuss or share. You are also welcome to attend any of our Governing Council Meetings.